

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES
DEVELOPMENTAL DISABILITIES PROGRAM

Tom
Jimmie
John
Jacki - file

JOAN MILES
DIRECTOR



BRIAN SCHWEITZER
GOVERNOR

STATE OF MONTANA

PHONE: (406) 259-8122
FAX: (406) 652-1895

2121 ROSEBUD DRIVE, SUITE C-1
BILLINGS, MONTANA 59102

March 16, 2006

TO: Ron Wenger, Administrator; and Kathy Barr, Director
MET Transit
P.O. Box 1178
Billings, MT 59103

FROM: Bob Trent, *BT* Quality Improvement Specialist
Developmental Disabilities Program

SUBJECT: Quality Assurance Review

Attached is the Quality Assurance Review for Fiscal Year 2006 for Met Transit. This report summarizes the findings relative to a review conducted during January 2006, and is the first Quality Assurance Review for MET Transit. I wish to thank the staff who assisted me in completing the review, and on behalf of the Developmental Disabilities Program, I wish to say thank you for accommodating the folks with developmental disabilities in Billings who rely on MET Transit to provide them with transportation to and from their residences and work sites.

cc: Suzn Gehring, DDP Regional Manager
Tim Plaska, DDP Community Services Bureau Chief
John Zeeck, DDP Quality Assurance Specialist

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MET TRANSIT QUALITY ASSURANCE REVIEW

FEBRUARY 8, 2006

SCOPE OF THE REVIEW

This is MET Transit's first Quality Assurance Review with the Developmental Disabilities Division. MET has been providing transportation services to individual's with disabilities for many years. The review includes a desk review of MET's driver requirements, maintenance and repair procedures and training.

GENERAL AREAS:

ADMINISTRATIVE:

MET has continued to provide quality services to people with disabilities throughout the year. They have added new larger vans this year which has increased their capacity.

The following standards were assessed as part of the Quality Assurance Review for MET Transit:

Staff checked for correct and current driver's license:

Drivers for MET Transit are required to possess a valid Montana CDL license with passenger and air brake endorsement, and to maintain a safe driving record. Drivers are required to have two years of experience driving a truck, bus, or related vehicle. In addition, drivers are required to have a criminal background check performed and pass a drug screening test.

Driver training program with test -must have a driving section:

Drivers are required to demonstrate that they can operate a hydraulic chair platform, restraint, and wheelchair lift, operate an automated computerized fueling system, and operate a paratransit van.

Scheduled maintenance program in place:

Met has a scheduled maintenance program in compliance with all State and Federal regulations.

Training for staff for doing maintenance checks:

Drivers are trained to do maintenance checks and fill out a daily inspection sheet according to a maintenance checklist.

Procedures for repairs and completing in timely manner:

Met maintains its vehicles and completes repairs in a timely manner.

If MDT funded, MDT inspection form on file:

MDT performs a biennial review and inspection of all vehicles. The results of the inspection are on file with MET. The last review was completed in March 2004.

CONCLUSION

MET Paratransit is providing quality services to individual's with disabilities. It was found that the drivers are qualified and well trained. The vans are maintained on a regular basis and there have been no concerns with safety. There were no deficiencies noted in their transportation services.

Thank you to all the staff at MET for your help in completing this review. We appreciate the service you provide and the fact that you are so willing to try to accomodate the transportation needs of the people we serve.